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Cutting through the site licensing muddle
Maintenance breakthrough • Is OSI your future?

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AVOIDING A 4GL DISASTER



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COVER PHOTO: Ted Hardin

COVER STORY

58 ANATOMY OF A 4GL FAILURE /

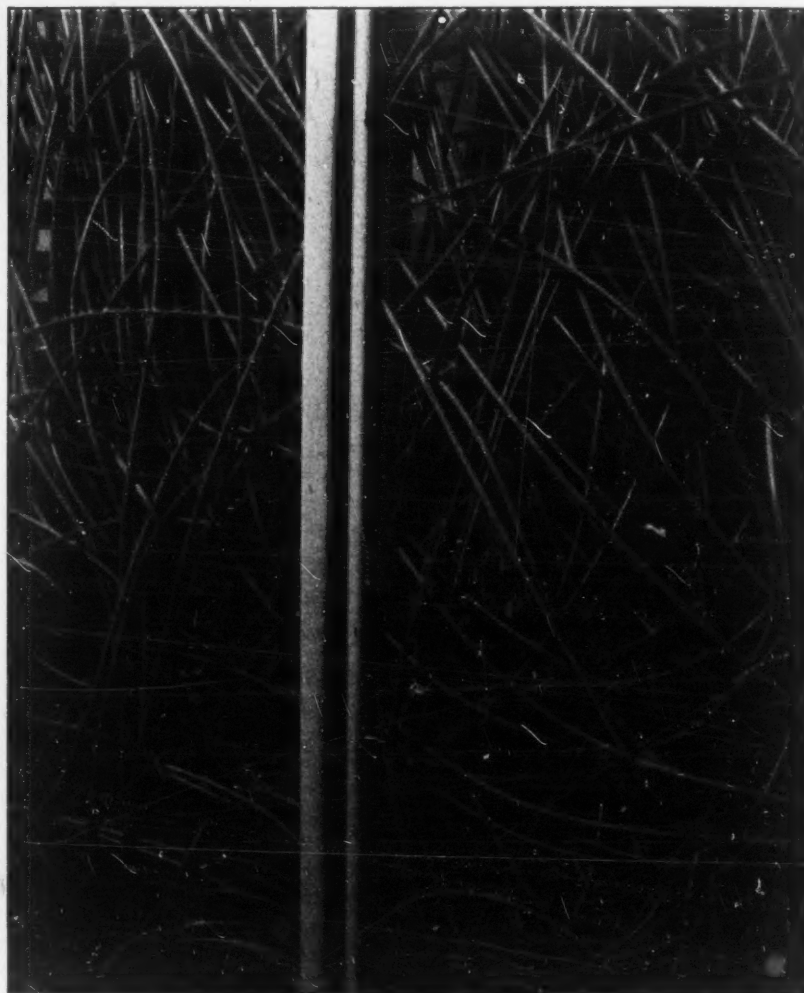
David Kull *A dp documentary of how a team of developers programmed its project to fail that holds lessons for all.*

66 WILL OSI WIN IBM'S BLESSING? /

Gary Stix *Demand for OSI connectivity may force IBM to embrace an open network standard, but SNA is here to stay.*

74 ROUNDTABLE: ON SITE, IT MUST BE RIGHT /

Anita Micossi *The standard shrink-wrap agreement and "800"-number support service aren't enough, say micro managers. They want site licenses.*



percent less than the hospital's previous AT&T service contract.

Some users say installation by AT&T goes without a hitch. Jon Shroyer, president of RCA/Sharp Microelectronics Inc., Vancouver, WA, reports that he had no problems with AT&T's service or installation after leasing a used Dimension 400 from

CMI for one year with an option to buy. "Right now the facility we have is temporary," explains Shroyer. "We will be in this building for only a little over a year, so leasing used equipment right now is cost-effective."

Many used equipment dealers offer leases so that users aren't stuck with old technology if better products be-

come available. But many corporations buying used equipment like PBXs are opting for older analog switches rather than digital switches, says Glenn Powers. "If a user is content to settle for a piece of dependable telephone equipment, then that user should go ahead and buy used," Powers says.

—Theresa Conlon

MANAGERS STILL IGNORE VDT HEALTH COMPLAINTS

Management appears to be ignoring the health complaints of video-display terminal (VDT) operators, says Norman Bodek, president of the Data Entry Management Association (DEMA).

Bodek based his comments on DEMA's 1985 VDT Health Survey, which shows that data-entry operators have about the same number of health complaints as they had the previous year. For example, the three most common complaints in the 1985 survey are eyestrain (73 percent), neck and shoulder pain (68 percent), and fatigue (56 percent); in the 1984 survey, the percentages for these categories were 69, 62, and 62, respectively.

The DEMA survey does show that 60 percent of the data-entry managers surveyed made some changes in the office as a result of VDT health concerns. The remedies most applied were reducing indirect lighting and installing antiglare devices on VDT screens.

"It's heartening that some corporate managers are doing something about health concerns," Bodek says, "but 40 percent of the managers aren't, and they'd better become concerned with people's lives in the workplace."

Bodek believe inaction increases the risk that state legislatures will impose work rules governing VDT use. Many such bills that mandate varied work duties or more rest periods are pending. Only about 20 percent of the managers who had made changes in the workplace in response to health complaints used these two remedies, according to the DEMA survey.

Bodek, who used to run Key Universal, a Greenwich, CT-based data-entry service, says he used to think health complaints were imagined by operators or trumped up by unions. But he says the DEMA surveys changed his mind. Bodek suggests corporations will begin to feel the consequences of ignoring the complaints in increased medical costs, especially since so many businesses are self-insured.

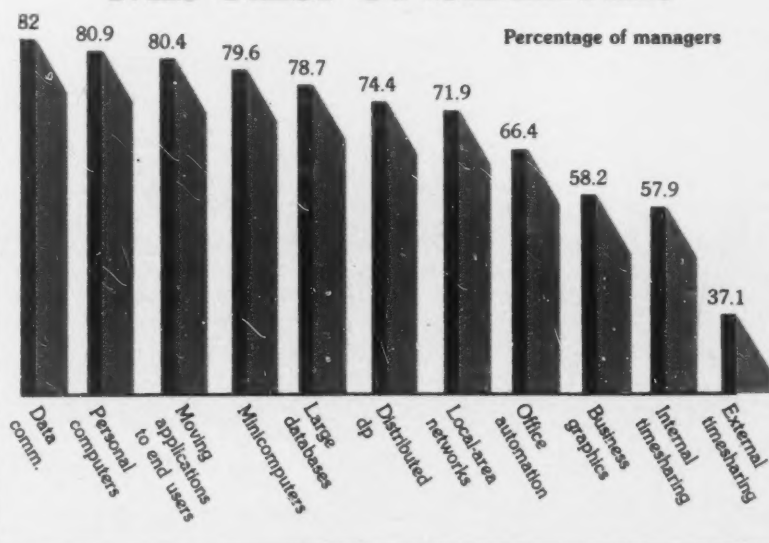
DEMA surveyed 480 data-entry operators and their managers at 30 large corporations in the United States.

Among the other findings of the survey is that online data-entry operators generally have more health-related complaints than key-to-disk operators. Bodek guesses that working online is more stressful because operators become annoyed waiting for computers to respond to data input, while key-to-disk operators deal with dedicated hosts that have much faster and more consistent response times.

DEMA, based in Stamford, CT, is a professional organization of about 1,500 data-entry managers.

(News continued on page 28)

MIS RESPONSIBILITIES



In increasing numbers, MIS/dp managers are concerned with the issues of end-user computing. According to Computer Decisions' annual salary survey of 1,041 MIS/dp managers, more MIS/dp managers are responsible for personal computers (80.9 percent) and for moving applications to end users (80.4 percent) than for large mainframe databases (78.7 percent).